

FIG. 1

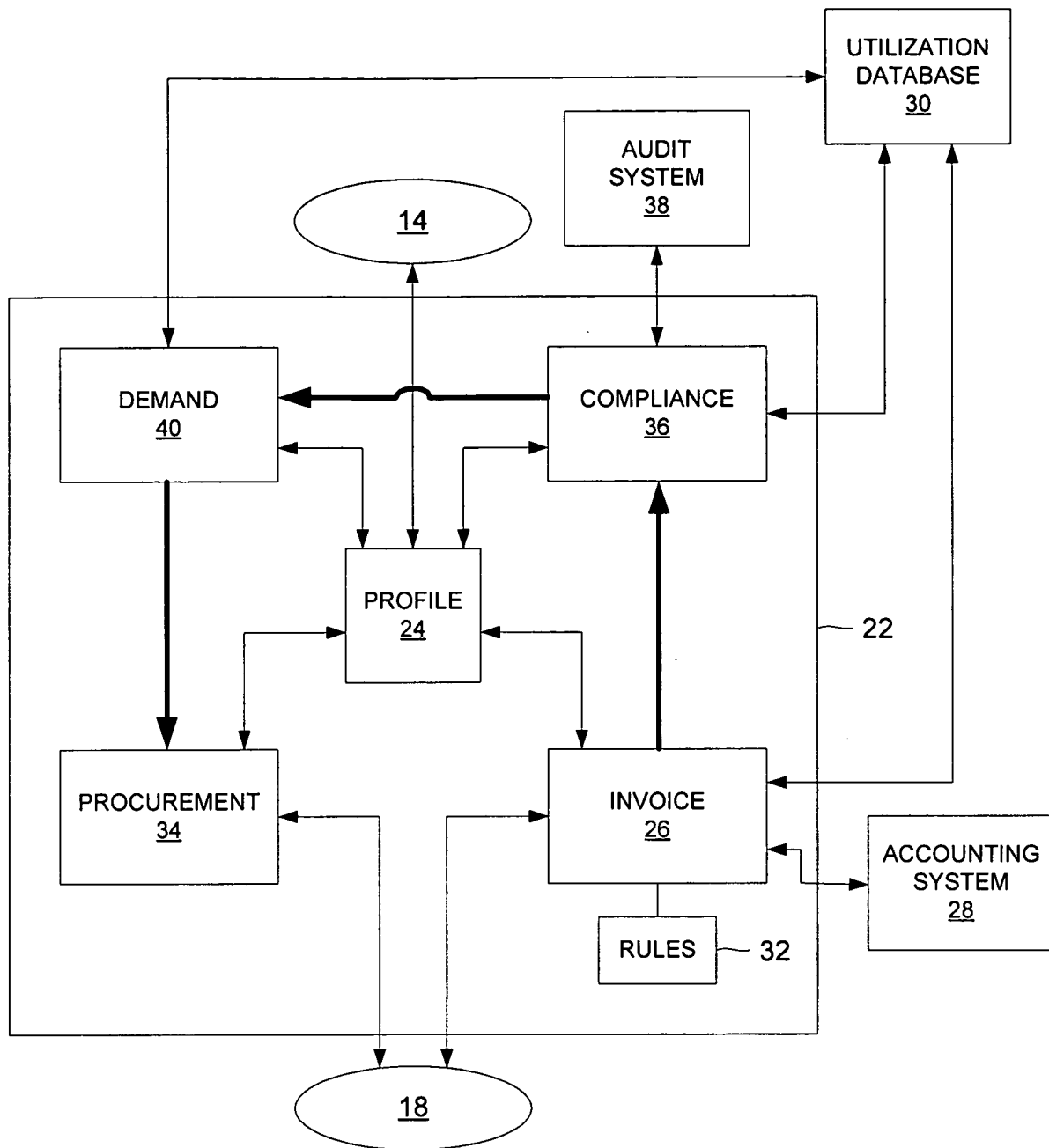


FIG. 2

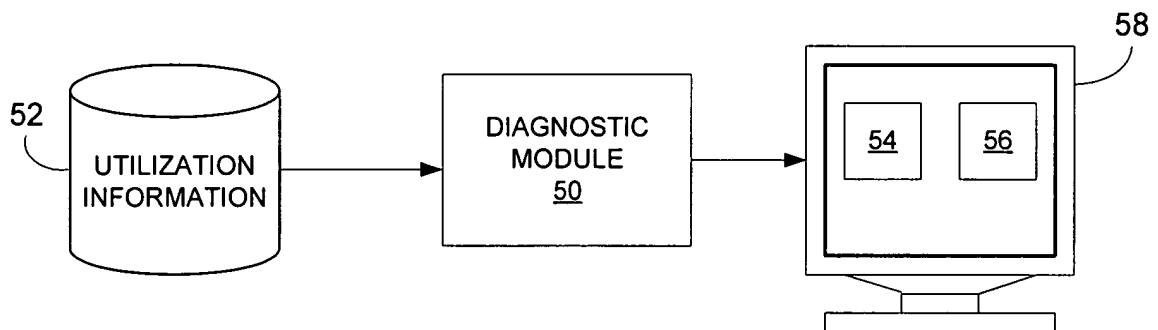


FIG. 3

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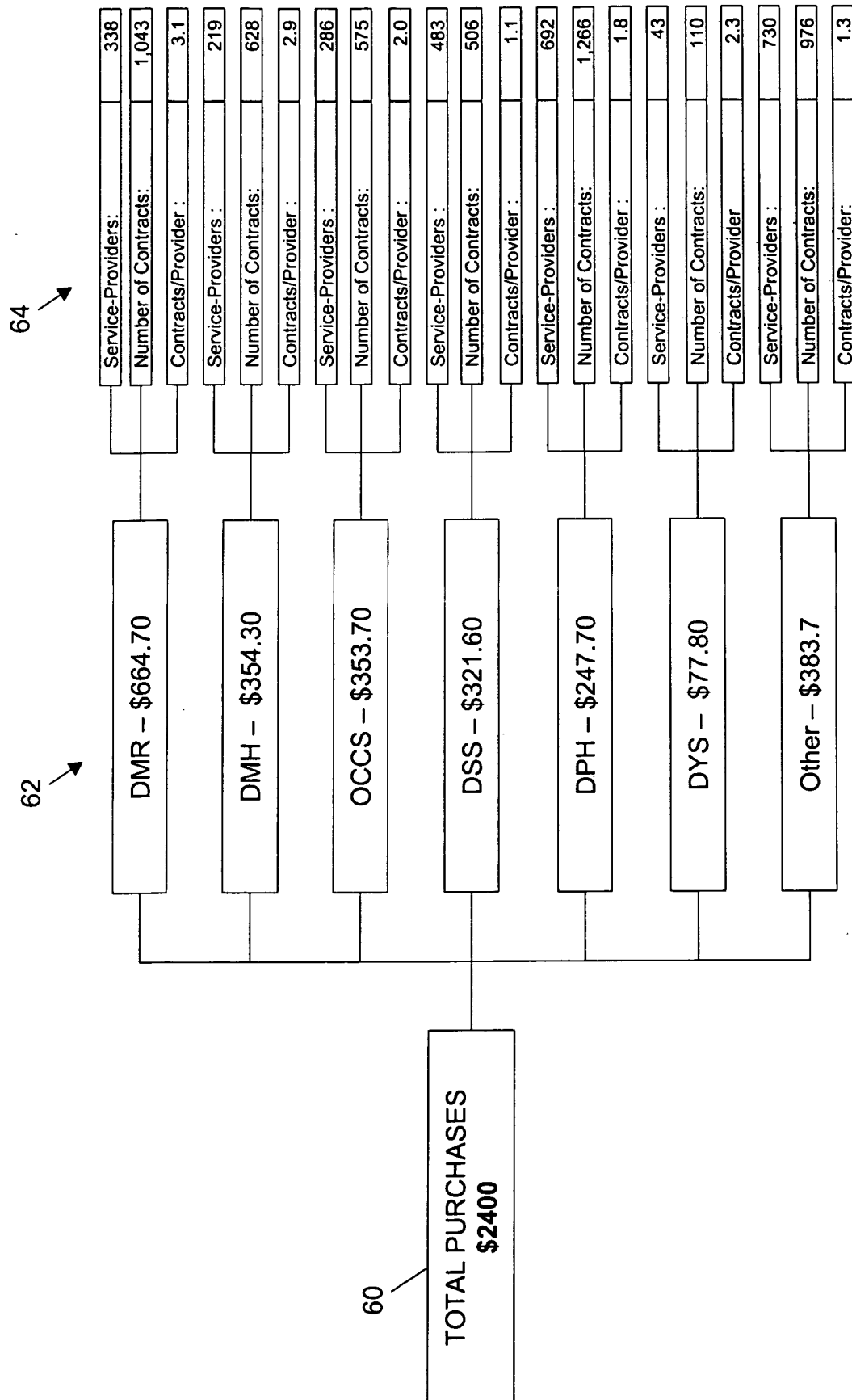
HUMAN SERVICE PROVIDER RELATIONSHIP
MANAGEMENT FOR GOVERNMENT AGENCIES

FIG. 4

80 →

		Contracts per Service-Provider	Total Value of Contracts
First Quartile	High	81	\$58.0
	Low	1	\$17.7
	Average	38	\$26.5
Second Quartile	High	65	\$16.6
	Low	3	\$7.7
	Average	25	\$11.0
Third Quartile	High	58	\$7.7
	Low	1	\$3.1
	Average	14	\$5.0
Fourth Quartile	High	33	\$3.1
	Low	1	\$0.0
	Average	3	\$0.332

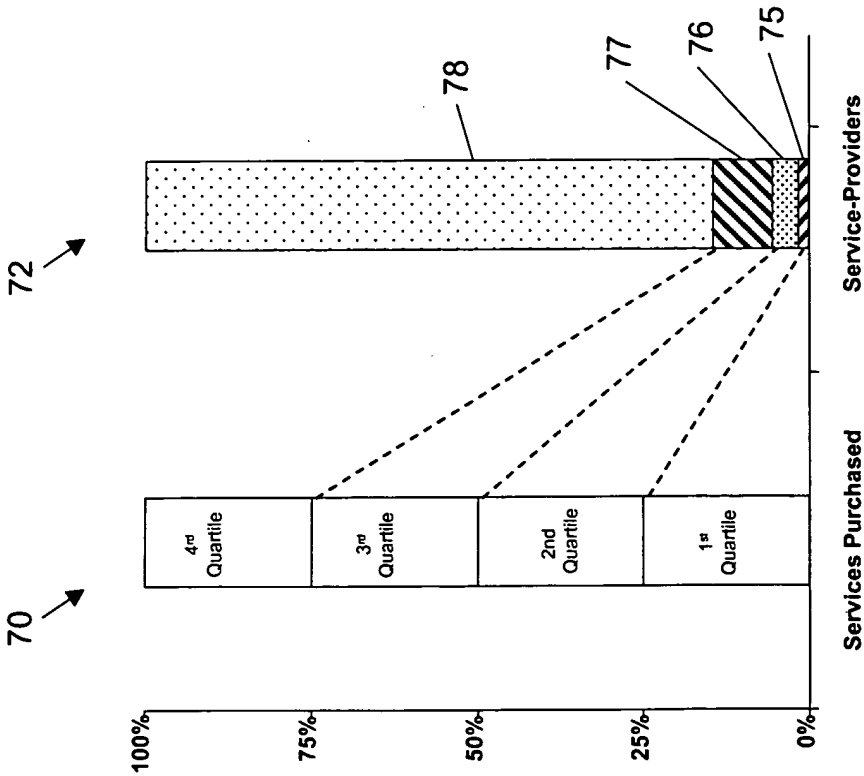


FIG. 5A

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MANAGEMENT FOR GOVERNMENT AGENCIES

82

#	Agency	Programs	Total #	Agency	Programs	Total
1	DMR	Residential Services	389.5	DSS	Contracted Foster Care	\$24.8
2	DMH	Adult Residential Services	153.3	OCCS	Child Care Supportive	\$23.3
3	OCCS	Direct Services	141.8	WEL	Homeless Contracts	\$21.9
4	DSS	Residential Service	61.8	DMR	Community Day Supports	\$21.2
5	DSS	Commonworks	60.4	DMH	Child/Adolct Res. Service	\$21.3
6	DMR	Employment Supports	38.2	WEL	Alternative Housing	\$20.3
7	OCCS	Income-Eligible Vouch CH Care	35.7	DMR	Individual Support	\$20.3
8	DMR	Family Support	29.8	DMH	Comty. Rehab. Support	\$19.7
9	OCCS	Child Care Income Eligible	29.5	DPH	Early Intervention	\$19.5
10	DSS	Foster Care - DSS	27.7	DMH	Comprehensive Psych. Service	\$16.6M

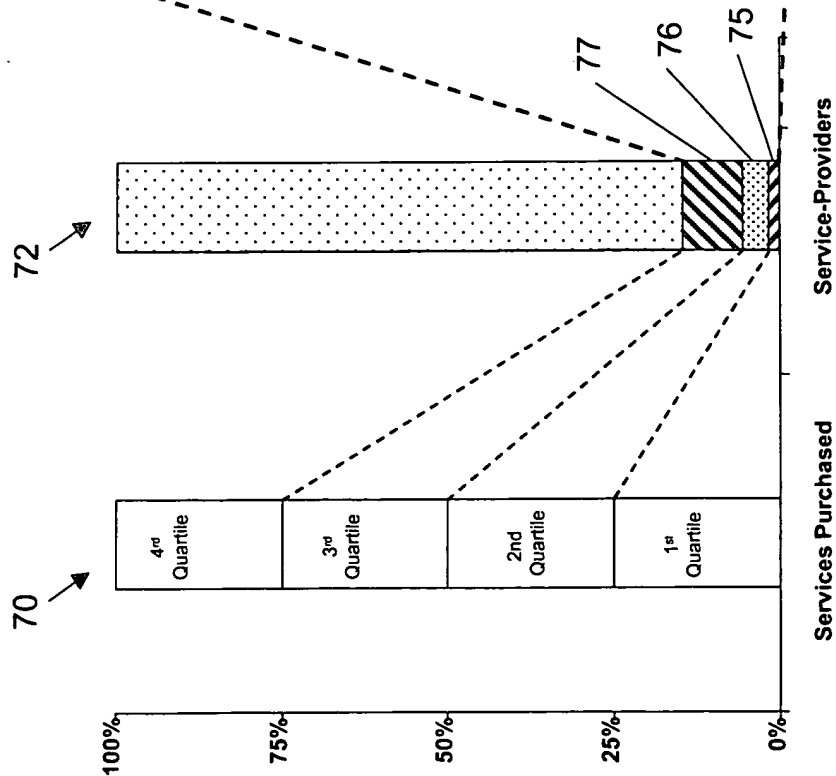


FIG. 5B

100B

	DMR	DPH	DSS	DYS	OCCS
DMH	66	64	97	20	21
DMR	///	60	84	11	24
DPH	///	///	118	13	71
DSS	///	///	///	33	85
DYS	///	///	///	///	4

FIG. 6B

100A

	DMR	DPH	DSS	DYS	OCCS
DMH	\$514 50%	\$294 49%	\$455 67%	\$105 24%	\$84 12%
DMR	///	\$250 27%	\$433 44%	\$58 8%	\$73 7%
DPH	///	///	\$200 35%	\$50 15%	\$193 32%
DSS	///	///	///	\$175 44%	\$11 17%
DYS	///	///	///	///	\$13 3%

FIG. 6A

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100C					
101					
	DMR	DPH	DSS	DYS	OCES
DMH	1 \$514	2 \$294	3 \$455	\$105	\$84
DMR	///	4 \$250	5 \$433	\$58	\$73
DPH	///	///	6 \$200	\$50	\$193
DSS	///	///	///	\$175	\$114
DYS	///	///	///	///	\$73

102		101	
DMH/DMR		DMH/DPH	
<ul style="list-style-type: none"> • 66 shared Service-Providers • Average of 11 contracts/provider • \$514 		<ul style="list-style-type: none"> • 64 shared Service-Providers • Average of 10 contracts/provider • \$294 	
Top 3 programs by spending:		Top 3 programs by spending:	
DMH:	DMR:	DMH:	DPH:
Adult Residential Services	Residential Services	Adult Residential Services	Early Intervention
Community Rehab. Support	Employment Supports	Community Rehab. Support	WIC Nutrition
Comprehensive Psych. Serv.	Family Supports	Comprehensive Psych. Serv.	Residential Treatment
DMH/DSS		DMR/DPH	
<ul style="list-style-type: none"> • 97 shared Service-Providers • Average of 7contracts/provider • \$455 		<ul style="list-style-type: none"> • 60 shared Service-Providers • Average of 9 contracts/provider • \$250 	
Top 3 programs by spending:		Top 3 programs by spending:	
DMH:	DSS:	DMR:	DPH:
Adult Residential Services	Residential Service	Residential Services	Early Intervention
Child/Adol Residential Serv.	Commonworks	Family Support	[blank]
Community Rehab. Support	Contracted Foster Care	Transportation	E.L. Autistic Services
DMR/DSS		DPH/DSS	
<ul style="list-style-type: none"> • 84 shared vendors • Average of 7 contacts/provider • \$433 		<ul style="list-style-type: none"> • 118 shared Service-Providers • Average of 7 contracts/provider • \$200 	
Top 3 programs by spending:		Top 3 programs by spending:	
DMR:	DSS:	DPH:	DSS:
Residential Services	Residential Service	Early Intervention	Commonworks
Family Support	Commonworks	Residential Treatment	Residential Service
Employment Supports	Foster Care - DSS	WIC Nutrition	Family Based Service

FIG. 7

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100C						104			
103						Provider	DMH	DSS	Total
DMH	DMR	DPH	DSS	DYS	OCCS	Vinfen Corporation	\$35.5	\$0.013	\$35.5
	\$514	\$294	\$455	\$105	\$84	The Home for Ltl Wand, Inc.	\$11.3	\$11.9	\$23.2
	///	\$250	\$433	\$58	\$73	Dare Family Services Inc.	\$0.10	\$21.9	\$22.0
	///	///	///	///	///	Univ. of Mass. Medical School	\$21.4	\$0.034	\$21.4
	///	///	///	///	///	Center for Human Development	\$12.2	\$4.4	\$16.6
	///	///	///	///	///	Health & Education Srv Inc.	\$10.7	\$4.4	\$15.0
	///	///	///	///	///	The Key Program Inc.	\$1.0	\$12.6	\$13.7
	///	///	///	///	///	The May Institute, Inc.	\$12.0	\$0.742	\$12.8
	///	///	///	///	///	Riverside Community Health	\$11.3	\$0.01	\$11.4
	///	///	///	///	///	Justice Resource Institute, Inc.	\$5.0	\$6.0	\$11.0
	///	///	///	///	///	Community Healthlink Inc.	\$10.4	\$0.461	\$10.8
	///	///	///	///	///	Bay Cove Human Services Inc.	\$10.0	\$0.01	\$10.1
	///	///	///	///	///	St Vincent's Home	\$0.02	\$9.9	\$10.1
	///	///	///	///	///	North Suffolk Mental Health	\$9.4	\$0.19	\$9.59
	///	///	///	///	///	Eliot Mental Health Center	\$3.5	\$5.9	\$9.4

FIG. 8

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HUMAN SERVICE PROVIDER RELATIONSHIP
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100C					106		
	DMR	DPH	DSS	DYS	OCSS	DMH: Largest Programs Purchased from 97 Shared Service-Providers	
DMH	\$514	\$294	\$455	\$105	\$84	Adult Residential Services	\$126.7
DMR	///	\$250	\$433	\$58	\$73	Child/Adolescent Residential Service	\$21.0
DPH	///	///	\$200	\$50	\$193	Community Rehab. Support	\$17.0
DSS	///	///	///	\$175	\$114	Comprehensive Psychiatric Services	\$16.6
DYS	///	///	///	///	\$13	Individual Support (Blanket)	\$12.7
						Intensive Residential Treatment	\$12.4
						Clubhouse Services	\$8.1
						Child/Adolescent Contracted In	\$7.4
						Day Rehabilitation	\$6.2
						Day Services	\$4.6
						Residential Service	\$59.0
						Commonworks	\$54.8
						Contracted Foster Care	\$17.3
						Foster Care	\$17.2
						Family Based Service	\$13.0
						Group Home	\$10.0
						Residential Shelter	\$3.9
						Family Based Services Lead	\$2.6
						Clinical Family Based Service	\$2.1
						Residential Treatment Centers	\$1.7

FIG. 9

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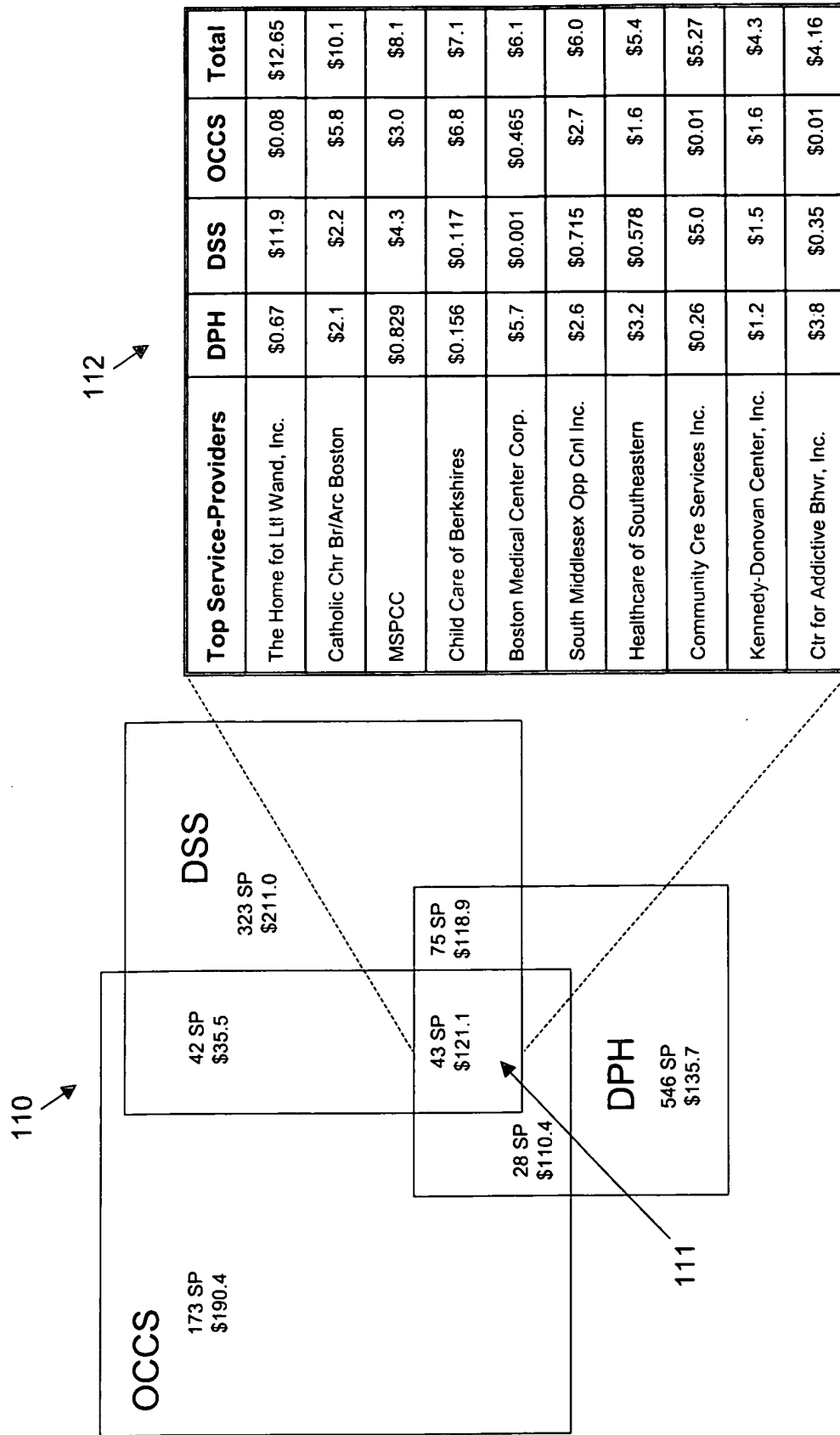


FIG. 10

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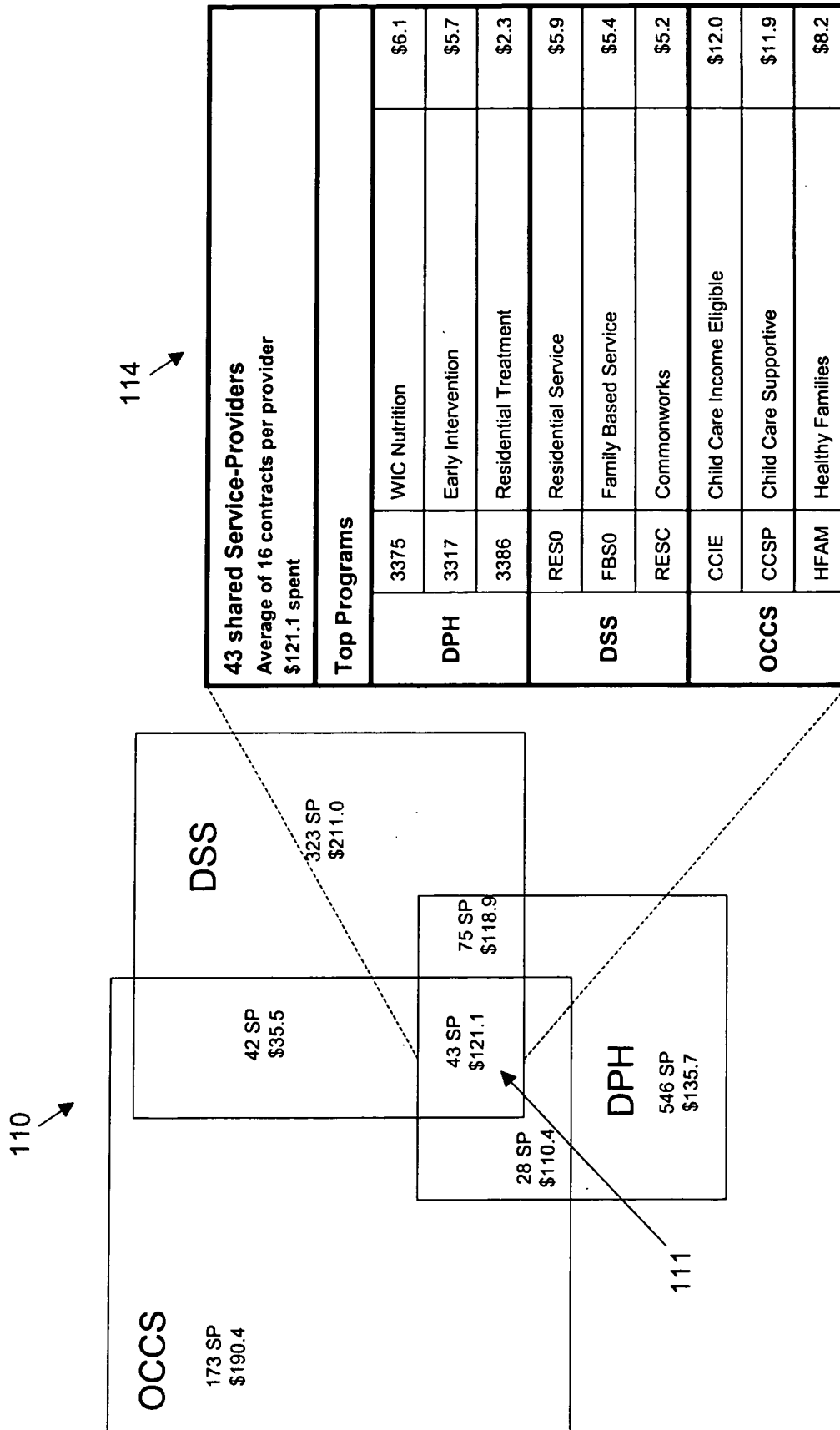


FIG. 11